

98EC003/73744



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Doyle, et al.

Art Unit 2742

Serial No.: 09/300,676

Filed: April 27, 1999

For: DYNAMIC SKILL-BASED ROUTING

Examiner: Deane, W.

Attorney

Docket No.: 98EC003/73744

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AMENDMENT B

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of February 2, 2000, please amend the above-identified application as follows:

In the specification:

Page 4, line 23, after "calls," insert the words --a call processor (CP) of--.

Page 8, line 28, after the second occurrence of the words "the PC 11", insert the words --functioning as a matrix processor (MP)--.

Page 9, line 14, change the expression "ASK1(i,k)μWSkl(j,k)" to --ASK1(i,k)≥WSkl(j,k)--.

Page 10, line 7, change the expression "Acap(i,j)μ0" to --ACap(i,j)≥0--.